CHECKLIST:
BUSINESS PHONE SYSTEM REQUIREMENTS

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USE THE CHECKLIST BELOW TO FILL IN YOUR SPECIFIC REQUIREMENTS.

How many phones do you need?	
How many calls do you need?	
Which best describes your business phone system needs?	☐ Installing a new phone system ☐ Replacing an existing phone syste ☐ Expanding an existing phone system
Do you need a multi-location solution?	☐ Yes ☐ No
Do you need to add new locations soon?	☐ Yes ☐ No
Do you need to add new employees soon?	☐ Yes ☐ No
Do you need mobile capabilities?	☐ Yes ☐ No
Do you need desk phones?	☐ Yes ☐ No
Do you need the flexibility to work from anywhere?	☐ Yes ☐ No
Is your network infrastructure optimised for cloud telephony?	☐ Yes ☐ No
Do you have a CRM or other software that integrates with your phone system?	☐ Yes ☐ No

CHECKLIST:
WHAT FEATURES DO YOU NEED FROM YOUR BUSINESS PHONE SYSTEM

CHECK IF EACH OF THE FOLLOWING FEATURES IS ESSENTIAL, NICE TO HAVE, OR NOT NECESSARY TO HAVE.

Business Phone Features	Essential	Nice to Have	Not Necessary
IVR			
Voicemail-to-Email			
Voicemail-to-Text			
Visual Voicemail			
Call Recording			
Call Logging			
Call Reporting			
Call Monitoring			
Intelligent Call Routing			
Fixed Mobile Convergence			
Audio and Video Conferencing			
Call Groups, Group Pickup			
3-Way Calling			
Intercom			
Conference Call Bridges			
On-Hold Music			
Extension Dialling			
Call Park			
Auto-Call Attendant			
Mobile Client for Desk Phone			
Presence Management			
Shared Line Appearances			
Remote Desk Phones			
Automatic Call Distribution			
Hot Desking			
Real-Time Dashboard			
Call Supervision or Barging			
Third Party Integrations			
CRM Integration			